



HARNESS THE POWER
OF KNOWLEDGE

Performance Appraisal Mastery

TRAIN



Course Overview:

The Performance Appraisal Mastery course is designed for HR professionals, managers, and supervisors responsible for evaluating employee performance.

Over the course of five days, participants will delve into the principles of performance appraisal, goal setting, feedback delivery, performance improvement, and handling difficult appraisal conversations.

Course Goals:

Upon completing this course, participants will be able to:

- 1- Understand the importance of effective performance appraisal in employee development and organizational success
- 2- Develop and implement fair and consistent performance appraisal processes
- 3- Set clear performance goals and expectations
- 4- Deliver constructive feedback and engage in performance discussions
- 5- Effectively handle challenging appraisal conversations and conflicts
- 6- Create a performance improvement plan to address underperformance

Course Structure:**Day 1: Introduction to Performance Appraisal**

- The Role of Performance Appraisal in Talent Management
- Historical Evolution of Appraisal Systems
- Legal and Ethical Considerations in Appraisal
- The Performance Appraisal Process
- Types of Performance Appraisals (360-Degree, Self, Peer, Manager)
- Group Discussion: Appraisal Challenges and Expectations

Day 2: Goal Setting and Performance Expectations

- The Importance of Clear Performance Goals
- SMART (Specific, Measurable, Achievable, Relevant, Time-Bound) Goal Setting
- Cascading Goals from Organizational to Individual Levels
- Aligning Performance Expectations with Job Descriptions
- Goal Monitoring and Tracking
- Practical Exercises: Goal Setting and Alignment

Day 3: Feedback Delivery and Performance Improvement

- The Art of Giving Constructive Feedback
- Preparing for Feedback Conversations
- The Feedback Model: SBI (Situation-Behavior-Impact)
- Handling Emotional Responses to Feedback
- Recognizing and Rewarding High Performance
- Designing a Performance Improvement Plan

Day 4: Handling Difficult Appraisal Conversations

- Recognizing Common Appraisal Challenges (Defensiveness, Disagreement, Emotional Reactions)
- Active Listening and Empathetic Responses
- Role-Play: Handling Difficult Feedback Scenarios
- Conflict Resolution Techniques in Appraisals
- Mediating Disputes and Finding Common Ground
- Case Studies: Resolving Performance Appraisal Conflicts

Day 5: Appraisal Process Improvement and Continuous Feedback

- Reviewing the Appraisal Process for Efficiency and Effectiveness
- Integrating Continuous Feedback and Coaching
- Developing Action Plans for Enhanced Performance Appraisals
- Continuous Improvement in Performance Management
- Course Recap, Q&A